

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**EXECUTIVE ASSISTANT TO THE CITY MANAGER
GENERAL ADMINISTRATION DEPARTMENT**

GENERAL STATEMENT OF JOB

Performs difficult, complex, technical, and/or specialized administrative and special project support work. Employee reports to the Assistant to the City Manager.

DISTINGUISHING FEATURES OF THE CLASS

This single position is responsible for duties related to executive administration, special projects, community outreach and customer service. The candidate must exercise a high degree of professionalism in carrying the duties of the position. Responsibilities include planning, coordinating and overseeing the implementation of special projects at the direction of the city manager or assistant city manager; coordinating public outreach efforts including events, meetings and community classes; providing administrative support in coordinating the activities necessary to implement assignments; serving as the primary resource for research assignments; reviewing and evaluating existing operations to determine their efficiency; serving as a liaison and/or representative in the area of special projects for the city. Duties require the exercise of independent judgment, the application of technical skills, and a detailed knowledge of the activities and procedures specific to city government and special projects.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL FUNCTIONS

Coordinates special projects involving intradepartmental participation, community outreach and intergovernmental affairs; plans and coordinates meetings, events and project activities; monitors progress of on-going and completed work; evaluates the effectiveness of projects and prepares related reports.

Handles telephone calls and letters from the general public; routes complaints, inquiries and problems to the appropriate department and staff; follows up with letter or phone call to resolve matter; independently drafts correspondence, schedules meetings and manages multiple calendars.

Serves as staff support for various committees; plans meeting agendas, presides over and/or attends meetings, and provides administrative support.

Assists in performing intergovernmental research and support including legislation, community programs, intergovernmental relations, etc.; maintains contact database of important contacts; prepares updates and reports on key issues.

Assists with the support of special groups and organizations involving community participation such as non-profit organizations, neighborhood associations, business organizations, etc.

Researches, gathers, and tabulates information on benchmarking initiatives and public policy.

Analyzes city programs and services as a part of the city's quality management program to evaluate effectiveness and improvements in methods, procedures and policies in the delivery of municipal services and programs; conducts related research and prepares reports and recommendations.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Must be a self-starter.

Must be ambitious with the ability to follow through.

Must demonstrate a high level of skill with written and verbal communications including an advanced ability to interact with citizens, customers and other stakeholders.

Must demonstrate the ability to analyze and interpret research and data.

Ability and desire to work in a fast-paced, deadline-driven environment.

Ability to work well alone or as part of a team.

Ability to multi-task with ease.

Ability to take a project from start to completion.

Ability to effectively manage priorities.

Advanced ability to use Microsoft Office Suite including Outlook, Word, Excel, Access, and Powerpoint; ability to use Quark, PageMaker, Photoshop and other software programs a plus.

Ability to communicate effectively orally and in writing.

Must have effective listening skills.

MINIMUM EXPERIENCE AND TRAINING

Requires a Bachelor's Degree with a minimum of two years of local government experience, preferably in the city manager's office. Master's Degree in Public Administration preferred.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 13
Non-Exempt